WCWC Walkerton Clean Water Centre
An agency of the Government of Ontario

CWAE Centre de Walkerton pour l'assainissement de l'eau
Un organisme du gouvernement de l'Ontario

Walkerton Clean Water Centre

2010-11 Annual Report

Safeguarding Ontario's Drinking Water

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ISBN 978-4435-7020-6 Annual report, Walkerton Clean Water Centre; ISSN 1920-4914 (Online)

Message from the Chair and the CEO

Rui De Carvalho,
Chair, Board of Directors

Dr. Larry Moore,
Chief Executive Officer

Well, it's built. Construction of the Walkerton Clean Water Centre's new permanent facility started in October 2008. On June 10, 2010, it was officially opened. The new facility provides the Centre with the office, training, laboratory and technology demonstration space it needs, and more importantly, it provides a provincial resource for drinking water related training, research and innovation.

We built the new facility in Walkerton. This helps to ensure that the lessons learned from the drinking water tragedy in Walkerton will never be forgotten and that economic benefits flow to the Walkerton area. It turns out that many of our great staff members are from the Walkerton area.

The Centre has attracted a significant number of water operator trainees to Walkerton, especially for our hands-on training that makes full use of the Technology Demonstration Facility. In fact, participation in WCWC Courses rose by almost 38 per cent this past year. Increasingly, researchers and technology companies are also coming to collaborate with Centre experts.

We thank Dr. Saad Jasim, CEO of the Centre from 2005 to 2010, for his leadership and oversight of the building of the permanent facility.

In October 2010, the Centre established a new strategic direction and adopted a new mission: We safeguard drinking water for the people of Ontario as the leading centre for high-quality training, applied research and technology demonstration. A reorganization to deliver on that mission included the establishment of the WCWC Training Institute, the WCWC Research and Technology Institute, and the Management Services Department.

The 2010-11 fiscal year was the beginning of the future for the Centre. We delivered a wider variety of training, set the groundwork for an expanded practical research program and began work on an innovation agenda in support of Ontario's new Water Opportunities and Water Conservation Act, 2010.

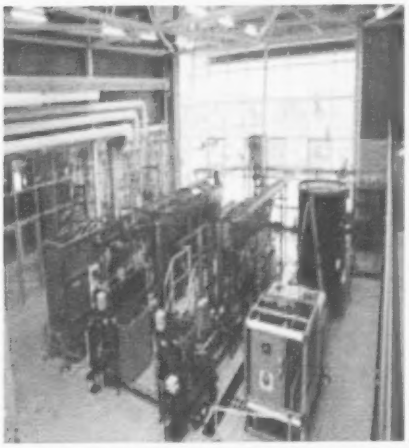
Rui De Carvalho
CHAIR, BOARD OF DIRECTORS
WALKERTON CLEAN WATER CENTRE

Dr. Larry Moore
CHIEF EXECUTIVE OFFICER
WALKERTON CLEAN WATER CENTRE

Mission and Mandate

Mission

We safeguard drinking water for the people of Ontario as the leading centre for high-quality training, applied research and technology demonstration.



View of the Technology Demonstration Facility.

Mandate

The mandate of the Walkerton Clean Water Centre is:

- To deliver drinking water education and training for owners, operators and operating authorities of drinking water systems.
- In collaboration with other training organizations, to coordinate the accessibility and availability of education and training for owners and operators.
- To provide support to owners, operators and operating authorities with a primary focus on small, remote and older systems by providing information and advice about those topics outlined in Ontario Regulation 304/04.
- To demonstrate leading-edge drinking water technology.
- To assess research gaps and needs, to advise the Ministry of the Environment (MOE) on research priorities and to respond to the resulting direction from the ministry. The Centre can sponsor high-priority drinking water research that contributes directly to the Centre's mandate.
- To provide, both directly and through alliances with other organizations and in coordination with the MOE, public outreach and education related to the Centre's mandate and to make technical, scientific and regulatory information more readily available, including information about the statutory standard of care requirement in section 19 of the Safe Drinking Water Act, 2002.
- To provide other services as described in any policy direction issued by, or set out in any agreement with the MOE that helps to safeguard drinking water.

Within this mandate, the Centre places particular emphasis on addressing three critical gaps in training identified by the Walkerton Inquiry, namely:

- accessibility of training for operators in small communities
- availability of required training, and
- training for First Nations operators.

Corporate Profile

The Walkerton Clean Water Centre (the Centre or WCWC), an operational service agency of the Government of Ontario, was established in October 2004 as part of the province's response to Associate Chief Justice Dennis O'Connor's recommendations in his Report of the Walkerton Inquiry. The Centre is governed by a board of directors that has up to 12 members. It operates out of the Centre's permanent facility, which was custom-built for training, research and technology demonstration.

The Centre provides training for drinking water operators across Ontario, with a focus on smaller systems, including those serving First Nations. The Centre's Technology Demonstration Facility, with its leading-edge drinking water technologies, is perhaps the best location in Ontario for hands-on training and research on practical solutions for small systems. The Centre is also responsible for delivering education, information and advice on water treatment, equipment, technology and operational requirements, and environmental issues related to drinking water.

Dr. Larry Moore, CEO (centre) is joined by members of the board of directors. From left: Wayne Manley, Cathie Brown, Nancy Kodousek, Rui De Carvalho, Chair, Lou D'Alessandro, Charles Bagnato, Susan Todd, Stephen Spitzig. Absent: Murray Elston.

The Centre conducts its own research and collaborates with other researchers. Recent projects have focused on such topics as the analysis and removal of chemicals of emerging concern from drinking water. The WCWC Research Plan 2011-12 is posted on the Centre's website wcwc.ca.

Located in the Town of Walkerton in the Municipality of Brockton, the Centre has a local, provincial, national and international profile. It offers services throughout the province and serves as a model for the development of similar facilities worldwide.

Corporate Governance

Overview

On the recommendation of the Premier of Ontario and the Minister of the Environment, the Lieutenant Governor-in-Council appoints the Walkerton Clean Water Centre's chair and members of the board of directors. Under the leadership of the chair, the board is responsible for overseeing the Centre's many activities.

The Centre is governed by Ontario Regulation 304/04, as well as by the Centre's by-laws and a memorandum of understanding with the Minister of the Environment. In addition, the Centre must comply with Government of Ontario directives and guidelines, including the Agency Establishment and Accountability Directive, to meet the government's expectations of its operations.

Accountability

The Centre is committed to public transparency and accountability. It is accountable to the Government of Ontario and the citizens of Ontario. The agency follows all of the government's policies, directives and guidelines and adheres to requirements for travel and procurement.

The agency is bound by the provisions in the Public Sector Expenses Review Act, 2009.

The board of directors is responsible for ensuring that there is an annual audit of the Centre's operations and financial transactions. This annual audit is subject to review by the Auditor General of Ontario. In addition, at any time, the Minister of the Environment may request an audit of the Centre's operations.

In accordance with the requirements of Ontario Regulation 304/04, the Centre must submit an annual report for each fiscal year. This 2010-11 annual report includes the Centre's audited financial statements and is part of its accountability structure. It is submitted to the Minister of the Environment, who tables it in the Ontario legislature. The report is available to the public in print or online at the Centre's website wcwc.ca.

The 2009-10 Annual Report was tabled in the legislature on October 28, 2010.

The Agency Establishment and Accountability Directive also requires the Centre to prepare business plans for multi-year time periods. The board oversees and directs the development and implementation of business plans, including reviewing performance measures and outcomes in consultation with the MOE.

To follow government directives, in addition to the annual reports and business plans, the Centre is responsible for developing and implementing the necessary policies and procedures to ensure transparency and accountability in its operations.

Board of Directors, 2010-11

Rui De Carvalho, M.Eng., P.Eng.
CHAIR
SENIOR VICE-PRESIDENT,
R.J. BURNSIDE & ASSOCIATES LIMITED AND
PRESIDENT R.J. BURNSIDE INTERNATIONAL LIMITED
Member since: October 12, 2004
Current term (as chair):
September 8, 2009 – September 7, 2011

Mr. De Carvalho is senior vice-president of R.J. Burnside & Associates Limited and president of R.J. Burnside International Limited. He has over 30 years of experience as a consulting engineer in the water supply sector, both in Canada and internationally. After over twenty years, in a variety of roles in municipal and First Nations projects in Canada, his current responsibilities now include the development and management of Burnside's international projects.

He is currently the project director for a series of major projects in Mozambique related to the reconstruction of the urban water infrastructure in ten major cities. He was also the team leader on a recent project funded by the International Finance Corporation (World Bank Group) to develop the strategy for the Government of Mozambique to engage and develop the local private sector in the delivery of urban water supply services. This followed several assignments related to the development of strategy in the management of water supply infrastructure in the countries of Sub-Sahara Africa.

Mr. De Carvalho is a Professional Engineers Ontario designated consultant, a member of the American Water Works Association, the Water Environment Federation and the Canadian Society for Civil Engineering. He is also accredited by the American Academy of Environmental Engineers, as a board certified environmental engineer.

Nancy Kodousek, P.Eng.
VICE-CHAIR
DIRECTOR OF WATER OPERATIONS,
REGION OF WATERLOO
Member since: October 12, 2004
Current term: July 8, 2010 – July 7, 2012

Ms. Kodousek has 25 years of operation and maintenance management experience with both municipal and private sector water and wastewater infrastructure systems. She is currently director of water operations for the Region of Waterloo. She held similar manager-level positions at AWS (formerly Azuix and Philip Utilities Management) and with the Region of Ottawa-Carleton.

Ms. Kodousek is a member of the Professional Engineers Ontario, Ontario Society of Professional Engineers, the Ontario Water Works Association and the American Water Works Association. She holds certification as an operator level IV in water treatment, water distribution, wastewater treatment and wastewater collection.

Charles Bagnato
PAST MAYOR OF BROCKTON
Member since: October 12, 2004
Current term: August 21, 2008 – August 20, 2010

Beginning in 1972, Mr. Bagnato worked for the LCBO at various outlets in Etobicoke. He was promoted in 1994 to manage the LCBO store in Walkerton. He became politically motivated due to the water tragedy, and ran successfully for a position as councillor in November 2000. Elected mayor of Brockton in 2003, and again in 2006, he is past chair of the Grey Bruce Health Unit board of directors and participated in over 15 local and regional committees, including the Walkerton Clean Water Centre, Westario Power, Saugeen Municipal Airport, Brockton Police Service Board, Brockton Economic Development Committee, and several committees on Bruce County Council. He chaired the County of Bruce Agriculture, Tourism, Planning and Economic Development Committee from 2007-10. He is a past member of the Grey Bruce Local Water Quality Advisory Group. He has spoken at several conferences throughout the province, pertaining to the ramifications of the drinking water tragedy in Walkerton and the importance of diligent stewardship to ensure safe drinking water. Mr. Bagnato was a proud Rotarian for six years.

He is a member in good standing of the Walkerton Legion and the Walkerton Knights of Columbus and a director in the Bruce Children are Special Foundation affiliated with the Walkerton Children's Aid Society.

Cathie Brown
SOURCE WATER PROTECTION PROJECT MANAGER, AUSABLE BAYFIELD CONSERVATION AUTHORITY AND MAITLAND VALLEY CONSERVATION AUTHORITY PARTNERSHIP
Member since: October 12, 2004
Current term: August 21, 2009 – August 20, 2011

Ms. Brown is the source water protection project manager for the Ausable Bayfield/ Maitland Valley Source Protection Region. She currently lectures on rural health, at the University of Western Ontario, in the Faculty of Health Sciences. Previously, Ms. Brown was the executive director of the Ontario Rural Council and was responsible for the overall leadership of this non-profit, province-wide organization that is dedicated to facilitating rural networks and coordinating working groups.

Lou Anthony D'Alessandro
PUBLIC HEALTH PROFESSIONAL
Member since: October 12, 2004
Current term: August 21, 2008 – August 20, 2011

Mr. D'Alessandro has been involved with public health for over 20 years. He has managed several programs under the Health Protection and Promotion Act. He is skilled in the areas of training and risk assessment.

Mr. D'Alessandro also sits on the advisory council for the Saugeen, Grey Sauble, Northern Bruce Peninsula Source Water Protection Committee (Clean Water Act) and on the Blue Flag Jury for Ontario beaches. A certified public health inspector, Mr. D'Alessandro holds certification as a water quality analyst (class 1), onsite sewage system inspector (part 8 septic systems under the Ontario Building Code) and as a small water systems operator. Mr. D'Alessandro is employed by the North Bay Parry Sound District Health Unit.

Murray J. Elston
VICE-PRESIDENT, CORPORATE AFFAIRS, BRUCE POWER
Member (as chair) since: October 12, 2004 – August 20, 2009
Current term: July 28, 2010 – July 27, 2011

Mr. Elston is the Vice-President, Corporate Affairs at Bruce Power, guiding all of Bruce Power's external communications, including government, community, investor and media relations.

Until recently, Mr. Elston was the president and CEO of the Canadian Nuclear Association. Mr. Elston is a former member of the Ontario legislature serving as the Minister of Health, chair of the Management Board, minister of Financial Institutions and chair of the Public Accounts Committee. He sits on a number of boards including the Canadian Nurses Foundation. Mr. Elston is a past president of Canada's Research-Based Pharmaceutical Companies.

Wayne Manley

CONSULTANT
Member since: October 12, 2004
Current term: August 21, 2009 – August 20, 2011

Mr. Manley operates his own consulting company that provides training and services for various organizations and municipalities. He has been involved in water operator certification and training since the early 1980s when these programs were first developed. Over the past 20 years, Mr. Manley has delivered training in southern Ontario for drinking water operators. More recently, he has trained First Nations operators in Sioux Lookout.

As the superintendent for the City of Peterborough's water treatment plant, Mr. Manley was responsible for the city's drinking water quality and quantity. He is also a member of the American Waterworks Association.

Stephen Spitzig

CERTIFIED MANAGEMENT ACCOUNTANT
Member since: October 12, 2004
Current term: July 28, 2010 – July 27, 2012

Mr. Spitzig is the owner of Speedy Tax & Bookkeeping, a local accounting and income tax preparation company servicing many small businesses and farms in the Walkerton area. Mr. Spitzig is an accountant with 26 years of experience. Born and raised in the neighbouring town of Chepstow, Mr. Spitzig has strong ties to the Walkerton area.

Mr. Spitzig received his Certified Management Accountant (CMA) designation from the Society of Management Accountants of Ontario in 1999. He has an Honours Bachelor of Business Administration degree from Wilfrid Laurier University and acquired his Life Insurance Licence in 2006 and his Mutual Funds Licence in 2008.

Susan Todd

DEAN, SCHOOL OF SCIENCE AND ENGINEERING TECHNOLOGY, DURHAM COLLEGE
Member since: September 15, 2010
Current term: September 15, 2010 – September 14, 2012

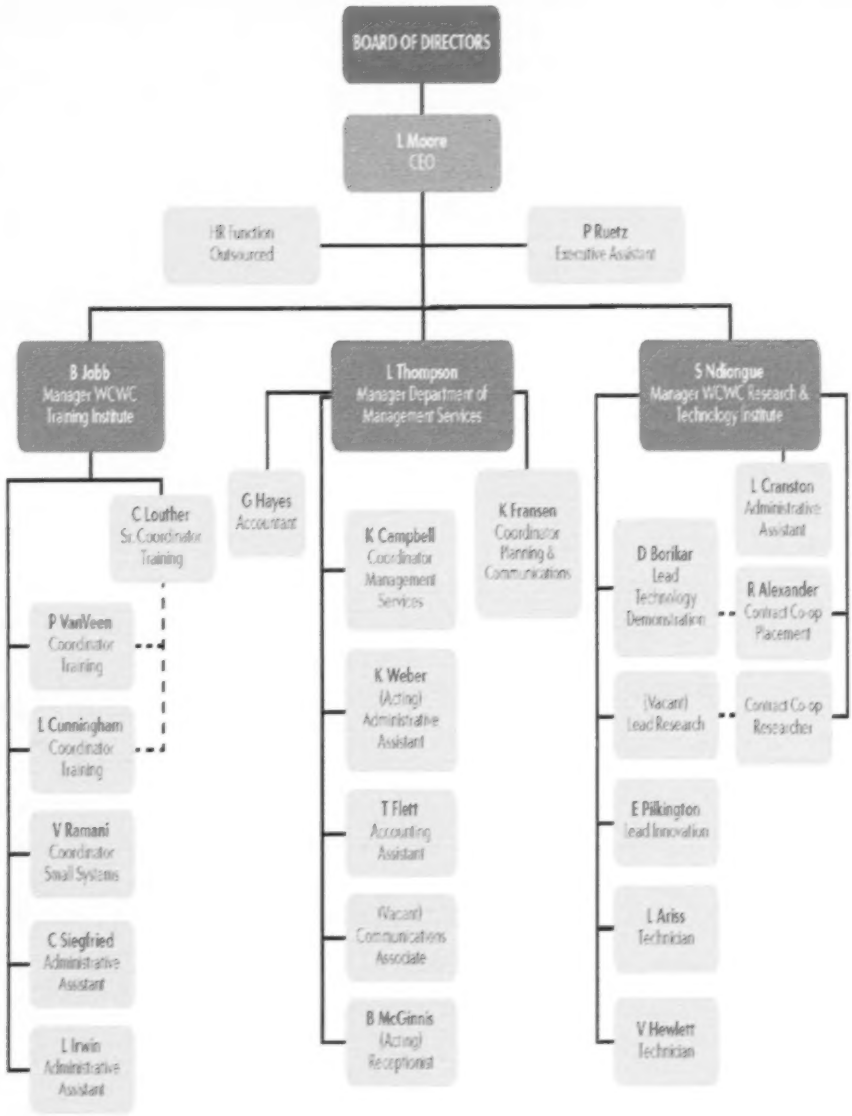
Ms. Todd is the dean for the School of Science and Engineering Technology at Durham College in Oshawa, Ontario and has been involved in postsecondary education for over 18 years. Ms. Todd currently works closely with program advisory members, industrial partners, faculty and students to ensure their 13 different programs are current and innovative.

Ms. Todd has taught courses in Chemistry, Organic Chemistry, Biology and Mathematics at the postsecondary level and has developed six new college programs at Durham College including their Water Quality Technician program.

Prior to working in the college sector, Ms. Todd worked for both private industry and the federal government.

Organizational Chart

The Centre underwent significant reorganization during 2010-11. The new structure reflects the Centre's three major functions. Training functions are now clustered together under a Manager of the WCWC Training Institute. The WCWC Research & Technology Institute reflects the Centre's focus on research and innovation. Communication and administrative functions are grouped together under Management Services. This new structure will enable us to deliver on the programs identified in the 2011/12 – 2015/16 business plan.



As of May 9, 2011

Goals and Strategic Directives

Overview

The Centre aims to achieve the broad goals set out in this section. The strategic directions under each goal set out how the Centre intends to fulfill these goals and a guide to implementation as well as the intended process.

The Centre's goals for 2010-11 focus on capitalizing on the expanded space in the new building, as well as increasing capacity through strategic partnerships, are as follows:

1. Train operators, operating authorities and owners of drinking water systems
2. Open and promote the new permanent facility in Walkerton
3. Demonstrate leading-edge drinking water technology
4. Provide information and advice for operators of small drinking water systems
5. Conduct and sponsor research
6. Conduct communications, marketing and sponsorship
7. Deliver education and outreach
8. Development of a new generation of drinking water professionals
9. Adherence to governance, accountability and operations frameworks.

During 2010-11, the Centre adopted a new five-year business plan. The impact of the new business plan is discussed later in this Annual Report, in the section titled Looking Forward.

Technician Tory Hewlett demonstrates procedures in the lab to First Nations operators at the Centre for intensive hands-on training.

Participants in Basic Coagulation and Flocculation course on March 24 & 25, 2010, work hands-on with instructor Hany Jadaa in the lab at the Centre.

Summary of Performance for 2010-11 Activities

Initiative	Performance Measure 2010-11	Achieved ✓ Achieved in part ⊙ Not part of the New Direction ♦	Commentary
Delivery of WCWC Training Courses	Increase in number of participants registered for specialized courses (now called WCWC Courses) by 10 per cent annually	✓	Increased by 38 per cent
Evaluation of Mandatory & WCWC Training	Overall 90 per cent satisfaction rating for training courses delivered by the Centre	✓	Overall rating 88 per cent
Evaluation of Mandatory & WCWC Training	Achieving participant evaluation ratings for validity and effectiveness of training 85 per cent annually	⊙	Created a Quality Assurance program that will provide more meaningful information at the end of 2011-12
Pilot three regional hubs for training	Compare current training to activity in the hubs; train 100 participants and review pilot hubs	♦	The Centre is undertaking a review of the hub initiative
Statutory standard of care	Initial training to be rolled out in winter 2011 with 200 participants	⊙	The startup was delayed due to winter weather conditions, although 3 sessions were delivered in March 2011, with a total of 60 participants
Technology Demonstration	Number of site tours, visitors and researchers utilizing the Technology Demonstration Facility increase by 10 per cent	✓	Increase of 230 per cent
Technology Demonstration	Number of participants for hands-on training: 180	⊙	110 participants were trained
Certified LEED Gold building	Designated as a LEED Gold building anticipated in 2010-11	⊙	Pending approval of application in late summer 2011
Small systems program development	Utilize the needs assessment findings to increase the number of training sessions provided for small systems	⊙	Small systems is now merged with the Training Institute
Mobile Training Unit (MTU) participants	Increase of 10 per cent	⊙	Results are slightly lower than the target which resulted in a decision to relocate one of the MTUs
MTU evaluation	Review surveys on past training outcomes, review online activity and report back on optimization of training enrollment	✓	Now undertaking a broader program review and tracking the effectiveness of the MTUs for training delivery
Sponsored research projects	Complete and on time	✓	3 research projects were completed

Summary of Performance for 2010-11 Activities (continued)

Initiative	Performance Measure 2010-11	Achieved ✓ Achieved in part ⊘ Not part of the New Direction ♦	Commentary
Sponsored research projects	Highlight in the Annual Report the number of research papers that are published by sponsored research projects and projects the Centre participates in	✓	9 research papers were completed
University research scholarships	Annually three recipients chosen and announced at the Ontario Water Works Association/Ontario Municipal Water Association (OWWA/OMWA) Joint Annual Conference & Trade Show	✓	3 recipients received their awards at the May 2-5, 2010 OWWA/OMWA Joint Annual Conference and Trade Show
Communications	Events for new facility: ♦ Official grand opening June 2010 ♦ Community open house June 2010 ♦ LEED certification event – depending on certification ♦ Doors Open Ontario September 2010 ♦ Continue to participate in career fairs ♦ Volunteer at Grey/Bruce Water Festival ♦ Develop DVD for open house events	✓	All events were a success. LEED event pending certification
Information clearinghouse	Increase the volume of visits to the Centre's website by 10 per cent annually	✓	Increased by 10 per cent
Alliances and events	Number of invitations for CEO and staff to represent the Centre. Number of presentations made by CEO and staff	✓	19 Presentations
	Maintain the level of participants at the annual Education and Industry Forum at the Centre	✓	Successful event with 45 per cent increase in attendees
	Maintain the level of participants at the Fall Seminar hosted by the Centre	✓	Successful event with 24 per cent increase in attendees
Outreach to students	Increase the number of secondary schools and students that tour the facility	✓	250 Students visited and toured the Centre, target was 25.

Goal 1: Train Operators, Operating Authorities and Owners of Drinking Water Systems

Goal

Deliver WCWC training courses (formerly known as specialized training courses) with an increase of 10 per cent in the number of registered participants.

Outcome

The number of participants in WCWC Courses increased from 1,878 in 2009-10 to 2,589 in 2010-11, achieving an almost 38 per cent increase. One reason for the increase was WCWC's offering of three onsite sessions, each ten days in length, which resulted in approximately 500 participants.

The first full year of operation of the Centre's new training facility allowed the Centre to offer new courses and to attract more participants for all of the WCWC Courses.

Increase in number of training participants by almost 38 per cent

The following WCWC Courses were introduced in 2010-11:

- Iron and Manganese: Control Strategies
- Under Pressure – Working With Pressurized Water / Wastewater Equipment
- Disinfection by Chlorination (hands-on course)
- Standard of Care: Safe Drinking Water Act, 2002
- Operation of Small Drinking Water Systems (online), and
- Operation of Conventional Treatment Processes.

The following new WCWC Courses were under development in 2010-11:

- Best Management Practices for Small Systems
- Slow Sand Filtration
- Water Conservation
- WCWC Trainer Certification Course
- DWQMS – Corrective Action / Continual Improvement
- Basic Chemistry (hands-on course)
- Filtration (hands-on course), and
- Practice of Water Quality Analysis and Interpretation (hands-on course).

MOE courses being revised in 2010-11:

- New Mandatory Certificate Renewal Course
- Revised One-Day Hands-On Operation of Small Drinking Water Systems.

Participants in the Entry Level Drinking Water Operator course, April 12-16, 2010, work hands-on with instructor Jim Greig outside the Technology Demonstration Facility.

Table 1: Training Statistics

Table 1 shows the number of participants in all of the Centre's training initiatives. The mandatory courses are ones that operators must take to either obtain or retain their certification. The recertification course titled Safeguarding Drinking Water Quality is in the last year of delivery in its current form. Delivery will be renewed by the MOE and the Centre effective 2012. Registrations for this course are always highest in the first year after development and then decline.

* The table illustrates the transition from one mandatory course, Preventing Waterborne Illnesses, to the Safeguarding Drinking Water Quality. The transition to the next recertification mandatory course decreased the number of participants in 2010-11. The new course will be available in early 2012.

The WCWC Courses showed a significant increase in registrants.

Course:	# Trained in FY 2008-09	# Trained in FY 2009-10	# Trained in FY 2010-11	Three-year Cumulative Total
Entry Level Drinking Water Operator	455	447	350	1,252
Preventing Waterborne Illnesses (classroom)*	519	0	0	519
Preventing Waterborne Illnesses (correspondence)*	70	0	0	70
Preventing Waterborne Illnesses (online)*	88	0	0	88
Safeguarding Drinking Water Quality (classroom)	670	1,934	962	3,566
Safeguarding Drinking Water Quality (correspondence)	33	218	193	444
Operation of Small Drinking Water Systems (correspondence)	1,224	1,298	1,237	3,759
Operation of Small Drinking Water Systems (online)	-	-	208	208
Operation of Small Drinking Water Systems (classroom)	10	56	59	125
SUBTOTAL: MANDATORY COURSES	3,069	3,953	3,009	10,031
Municipal Drinking Water Licensing Program (classroom)	934	390	111	1,435
Public Health Inspectors	524	0	0	524
Northern Centre for Advanced Technology (NORCAT) online courses	157	310	195	662
SUBTOTAL: AUXILIARY COURSES	1,615	700	306	2,621
WCWC Courses (formerly known as Specialty Courses)	1,464	1,878	2,529	5,871
Standard of Care	-	-	60	60
SUBTOTAL: WCWC COURSES	1,464	1,878	2,589	5,931
Total	6,148	6,531	5,904	18,583

Evaluation of Mandatory and WCWC Course Training

On completion of all courses offered through the Centre, participants are invited to evaluate and rate the training experience. For overall course ratings, 88 per cent of participants rated the courses as Good or Excellent for all courses combined (compared with 91 per cent in 2009-10). The Centre is committed to excellence and continual improvement of its training. A quality assurance program aimed at trainers was introduced in 2010-11. This program will address the validity and effectiveness of the training and include more methods of evaluation, trainer certification and clear targets for improvement.

First Nations Training

In 2010-11, the Centre continued to provide training to First Nations operators through both our WCWC and mandatory courses. The groundwork was also laid for several more specific training initiatives. A Memorandum of Understanding (MOU) with the Bimose Tribal Council was drafted. This MOU will facilitate the provision of train-the-trainer and training services to this important tribal council and its 12 First Nations. In addition, an intensive 2.5 day hands-on training program for 13 First Nations operators was organized in the fourth quarter of 2010-11 and scheduled for April 2011.

The MTUs continue to be an important resource in delivering training to First Nations.

Regional Hubs for Training

As an alternative to establishing formal training hubs, the Centre is approaching potential partners (e.g. municipalities or other trainers) to provide training venues. This approach will allow the Centre to establish a great regional presence at a low cost.

Standard of Care Training

In 2010-11 the Centre developed and launched a new course on the Statutory Standard of Care to help elected municipal officials understand their obligations for municipal drinking water systems under the Safe Drinking Water Act, 2002.

College participants during an intensive hands-on training course.

Goal 2:
Open and Promote the New Permanent Facility in Walkerton

Goal

The substantial completion of the building goal has been met. This section presents some data on the new facility's first year.

Outcome

LEED is a third-party building assessment and rating system that is administered in Canada by the Canada Green Building Council. Points are accumulated based on set criteria. The new facility has surpassed the amount of points required for Gold certification by meeting or exceeding each credit's technical requirements. The LEED submission was filed, and the result is expected to be announced late summer 2011.

Some of the green features of the Centre:

Sustainable site: Just over 9,950 square metres surrounding the site were designated as open green space to protect the land from future development. Because commuting to work by car is a major source of air pollution and greenhouse gas emissions, bike racks, showers and designated prime carpooling and hybrid vehicle parking spots were included in the Centre's design. There is also a low-emission hybrid vehicle available for staff work assignments.

Bike racks are available for visitors and staff. The Centre also offers designated parking spaces for alternative fuel vehicles and carpooling.

Water efficiency: Appropriately, water conservation was a key aspect of the design for the Centre. The building achieved all water-related LEED credits, and is predicted to use 78 per cent less indoor water than a conventional building. Rainwater collection and water re-use are important parts of the Centre's water conservation strategy. Rainwater is collected on the roof and directed to a concrete cistern below the building and is then used for toilet flushing. A second cistern stores water used in the water-testing hydrants and the outdoor holding tank. This reclaimed water is also connected to exterior hose bibs to be used for irrigation, as necessary.

Indoor environment: At this building, indoor air quality was a priority. The Centre achieved all the air quality credits available under LEED for such initiatives as using only low-VOC (volatile organic compound) sealants, adhesives and paint. The Centre passed indoor air quality testing prior to occupancy.

Goal 3: Demonstrate Leading-Edge Drinking Water Technology

Goal

Provide a practical hands-on training tool for operators and other water professionals and serve as a resource to help operators, stakeholders and the public become aware of the variety of treatment and delivery systems and technologies available. The facility is also positioned to promote water technology to support Ontario's initiatives related to the Water Opportunities and Water Conservation Act, 2010.

Outcome

Site tours and visits to the Technology Demonstration Facility are key to supporting outreach and community relations. The number of visitors to the facility increased. 2,713 people visited the facility in 2010-11 compared to 1,179 in 2009-10. A large number of visitors, 937 people, were part of technical tours.

The number of participants for hands-on training was somewhat less than the 180 forecasted due to the start of the colleges participating in the hands-on training after the 2010-11 fiscal year end. Enrollment is expected to increase during 2011-12.

Dr. Souleymane Ndiongue, Manager of WCWC Research & Technology Institute, instructs college participants during an intensive hands-on course in the lab at the Centre.

Goal 4: Provide Information and Advice for Operators of Small Drinking Water Systems

Goal

To develop a comprehensive outreach program to share knowledge and leading-edge technology with small system operators. This innovative approach will help the province's water community meet Ontario's drinking water standards and prepare for the challenges of the future.

Not all owners, operators or operating authorities of drinking water systems are able to attend training sessions in Walkerton. These systems fall into three often-overlapping groups:

Small systems: Operators of one-person facilities typically cannot take the time away from their duties to attend off-site workshops.

Remote systems: For many operators in remote northern areas of the province, such as First Nations, the Centre's location is simply too difficult to get to.

Older systems: Operators of older or unusual systems typically need more customized training than can be offered in the Centre's regular training sessions.

The primary focus of this initiative is to meet the needs of those who operate remote and small to mid-sized municipal systems, communal systems and stand-alone facilities (both municipal and non-municipal).

Outcome

As part of the reorganization, the Small Systems Program, which centred on the use of Mobile Training Units (MTUs), was replaced by a small systems focus in all aspects of the work of the Centre including MTUs. For example, the Centre's research efforts have a focus on small system technologies.

Locating MTUs at colleges close to target markets represents a cost-effective way to deliver training in northern Ontario. Travel costs are reduced for system owners, municipalities and staff of smaller operations who can stay close to their community while they train.

The Centre used alliances with colleges to provide training and to attend career fairs and events to promote the services of the Centre and colleges. A third MTU was set up in the fall of 2009, and a new partnership with Northern College was developed to deploy this MTU to northeastern Ontario in the spring of 2011.

Small systems program development

The needs assessment survey provided information on northern municipalities and non-municipal year-round operators. This information was used to focus on training courses that would be of interest for these small systems (e.g. Iron & Manganese Control Strategies course).

Accessibility

In 2010-11, the MTU that operated in partnership with Confederation College delivered a meaningful training program to sparsely populated north western Ontario. The number trained has slightly decreased from last year with 58 trained in 2009-10 and 52 trained in 2010-11.

In contrast, the MTU at Sault College was not active; Sault College was unable to dedicate the necessary resources to make the program work.

Evaluation of MTU Training

For the MTU training, 61 participants rated the course as Good, 75 per cent rated the trainer as Excellent and 55 per cent rated the content as Good. The MTU training survey results are included in the overall training ratings for the Centre.

Goal 5:
Conduct and Sponsor Research

Goal

The mandate of the Centre is to conduct and sponsor high-priority drinking water research. In the research projects the Centre participates in directly, the Centre provides professional technical assistance and makes the Technology Demonstration Facility available for experiments. In sponsored projects, the interim and final reports are submitted for review by the Centre's professional technical staff.

Upon completion of the Centre's research projects, the findings are presented and submitted for publication.

The Centre aimed to advance its research program significantly in 2010-11. One of its goals for 2010-11 was to expand the Centre's research efforts and to incorporate the findings into the Centre's training programs.

Outcome

Research Projects

In March 2011, a new Research Plan was developed that lays the groundwork for an enhanced program of practical research in support of small water systems.

During this fiscal year 2010-11, the following three research projects were completed:

Effects of advanced oxidation processes (AOPs) on chlorine residuals

Emerging contaminants such as pharmaceuticals, personal care products (PPCPs) and endocrine disrupting compounds (EDCs) have gained attention because of their potential health effects and impacts on aquatic life. Conventional treatment has a limited capacity to remove those contaminants while AOPs such as ozone/hydrogen peroxide (H_2O_2) or ultraviolet light (UV)/hydrogen peroxide are potential treatment technologies. Pilot plant experiments were conducted to investigate the effects of ozone/AOP and UV/AOP on chlorine demands, residuals and trihalomethanes formation. The results were presented at the September 2010, Conference of the International Ozone Organization (IOA)-Pan American Group (PAG), held in Seattle, Washington.

Removal of pharmaceuticals, personal care products and endocrine disrupting compounds using advanced oxidation processes

The objective of this research project was to evaluate the performance of conventional treatment and AOPs assisted conventional treatment to remove selected emerging contaminants. Six pilot plant experiments were conducted using the Centre's dual train conventional pilot plant, with ozone/AOP in one side and UV/AOP in the other side of the pilot plant. The results of the study were presented at the September 2010 Conference of IOA-PAG, held in Seattle, Washington.

The project was part of the RES'EAU WaterNET initiative. RES'EAU WaterNET is a Research Network devoted to developing affordable solutions for providing clean drinking water to small, rural and First Nations communities.

Pilot scale study for the control of disinfection by-products formation by pre-coagulation ozone

The Township of Severn approached the Centre for a research project that would show the performance of ozone to control the formation of disinfection by-products from their source water (Lake Couchiching). The study measured the formation of total trihalomethanes (TTHMs) and halo acetic acids (HAAs) under a number of pilot scale tests. Chlorine demand dissolved organic carbon (DOC) and a range of other water quality and operating parameters such as headloss and filter run time were also investigated. Several pilot plant trial runs were conducted to compare the conventional process, with the ozone assisted conventional process. Anthracite and newly replaced granular activated carbon were used. A report on the research findings was submitted to the Township of Severn and the study was presented in February 2011 at the 46th Central Canadian Symposium on Water Quality Research, held in Burlington, Ontario.

Ongoing or completed Sponsored Research

The following research projects were awarded grants during previous fiscal years and were ongoing or completed during 2010-11:

Analysis and removal of Ibuprofen and Naproxen from Drinking Water and Wastewater, University of Western Ontario (ongoing)

Bisphenol-A in Water Treatment Plant Effluents and Human Urine Samples from Southwestern Ontario, University of Western Ontario (ongoing)

ATP Bioluminescence Technology as a real-time Monitoring Tool for UV and Chlorine Disinfection, Carleton University (ongoing)

Optimizing Dissolved Air Flotation for Drinking Water Treatment through Modeling, University of Toronto (ongoing)

Evaluation and Modeling of Water Aggressiveness and Corrosiveness Toward Lead Plumbing in the Drinking Water Distribution System of the City of London, University of Western Ontario (completed)

Impact of Fouling on Virus Removal by Ultrafiltration Membranes, University of Waterloo (ongoing).

Devendra Borikar, Lead Technology Demonstration, and Rebecca Alexander, Co-op student, doing ongoing research in the lab.

New Sponsored Research

The Centre's Research Advisory Committee considers research funding proposals annually and provides recommendations to the Centre's board of directors for final approval. Their review targets submissions focusing on high priority treatment solutions with an emphasis on small systems as well as on emerging challenges to drinking water quality.

Based on the criteria, two proposals were approved and awarded grants during 2010-11:

Comparison of Alum and Ferric Coagulant Impacts on Biofiltration Performance in Ontario, University of Ottawa and University of Waterloo

Survey of Small Systems in Ontario, University of Guelph

9 research papers were published

Research Papers Published in 2010-11

The Centre's research findings have been widely disseminated in specialized journals and national and international events.

Rahman M.F., Yanful E.K., Jasim S.Y., Bragg L.M., Servos M.R., Ndiongue S., and D. Borikar. *Advanced Oxidation Treatment of Drinking Water: Part I. Occurrence and Removal of Pharmaceuticals and Endocrine Disrupting Compounds from Lake Huron Water.* Ozone: Science & Engineering, 32 (4): 217–229, July–August 2010.

Rahman, M.F., Jasim S.Y., Yanful E.K., Ndiongue S. and D. Borikar. *Advanced Oxidation Treatment of Drinking Water: Part II. Turbidity, Particles and Organics Removal from Lake Huron Water.* Ozone: Science & Engineering, 32 (5): 295–304, October 2010.

Alshikh O., Ndiongue S., Jasim S., Borikar D., Jamal A.T., and N. Pray. *Removal of Taste and Odour Causing Compounds Using Ozone.* Joint Annual Conference & Trade Show, OWWA/OMWA, Windsor, Ontario, May 2-5, 2010.

Alshikh O., Jasim S., Ndiongue S., 2010. *Water Quality and Climate change.* Joint Annual Conference & Trade Show, OWWA/OMWA, Windsor, Ontario, May 2-5, 2010.

Borikar D., Mohseni M., Jasim S.Y., Ndiongue S. *Removal of Pharmaceuticals, Personal Care Products and Endocrine Disrupting Compounds Using Advanced Oxidation Processes.* World Water Congress and Exhibition, International Water Association, Montréal, Québec, September 19-20, 2010 (Poster).

Alshikh O., Ndiongue S., Jasim S., Borikar D., Jamal A.T., and N. Pray. *Performance Evaluation of Ozone to Remove Seasonal Taste and Odour Causing Compounds.* World Water Congress and Exhibition, International Water Association, Montréal, Québec, Sept. 19-20, 2010 (Poster).

Borikar, D., Jasim, S., Mohseni M.; Bragg L., Servos M., Ndiongue S. *Removal Of Pharmaceuticals, Personal Care Products and Endocrine Disrupting Compounds Using Advanced Oxidation Processes.* International Ozone Organization-Pan American Group (IOA-PAG) Conference, Bellevue, Washington, 19-22 September, 2010.

S.Y. Jasim, S. Ndiongue S., Alshikh O., Jamal A.T. *Impact of Ozone and Hydrogen Peroxide vs. UV & Hydrogen Peroxide on Chlorine Residual.* IOA-PAG Conference, Bellevue, Washington, USA, 19-22 September, 2010.

Borikar, D., Ndiongue S., Moore, L., Jamal A.T., Ariss, L. *Pilot Scale Study for the Control of Disinfection-By-Products Formation by Pre-Coagulation Ozone.* 46th Central Canadian Symposium on Water Quality Research, Canadian Association on Water Quality, 22-23 February, 2011, Burlington, Ontario.

University Research Scholarships

Annually, three recipients are chosen for university research scholarships and receive their scholarships at the OWWA/OMWA Annual Joint Conference and Trade Show. In May 2010, they were:

Ian Molnar

CURRENTLY ENROLLED IN: CIVIL AND ENVIRONMENTAL ENGINEERING, UNIVERSITY OF WESTERN ONTARIO

Summary: The overall goal is to improve the understanding of dense non aqueous phase liquid (DNAPLs) transport in subsurface environments. The research will contribute to a more accurate conceptual model of DNAPLs behavior in the subsurface. Ultimately, this model will increase both the efficiency and reliability of remediation efforts and reduce the risk of DNAPLs contaminating groundwater drinking water supplies.

Presentation of scholarship award by Dr Saad Jasim to Amber Joy Olson and Christopher Potvin, at the OWWA/OMWA Joint Annual Conference and Trade Show May 2-5, 2010 in Windsor. Absent from the photo is Ian Molnar.

Amber Olson

CURRENTLY ENROLLED IN: ENVIRONMENTAL AND LIFE SCIENCE M.SC. PROGRAM, TRENT UNIVERSITY

Summary: The goal is to examine if the pattern of gene varies among Giardia isolates and if the expression of pattern changes within an isolate when it infects different hosts. The outcome of the research will be the development of a new tool for tracking the source of Giardia found in contaminated water.

Christopher Potvin

CURRENTLY ENROLLED IN: DOCTOR OF PHILOSOPHY, ENGINEERING, UNIVERSITY OF GUELPH

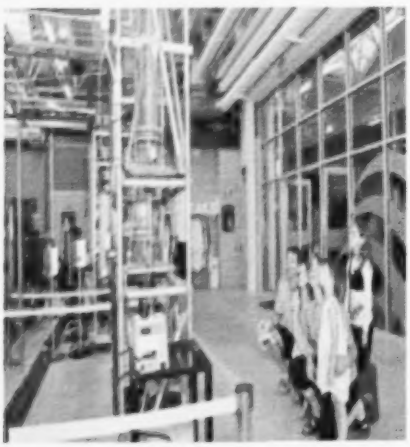
Summary: This project involves the development of a simplified method (fluorescence quenching) for the examination of two ubiquitous endocrine disrupting compounds EE2 (estrogenic steroid) and TBBPA (flame retardant). The research will also examine removal of these compounds using conventional and advanced wastewater treatment technologies.

Goal 6: Communications, Marketing and Sponsorship

Goal

To provide information, education and advice to the public about the Centre and Ontario's drinking water, in coordination with the Ministry of the Environment, specifically:

- the Centre's mandate, programs and services
- the operational and treatment processes necessary to safeguard drinking water
- the equipment and technology used to safeguard drinking water, and
- other environmental issues relating to drinking water.



Guests tour the Technology Demonstration Facility during the Public Open house held on June 12, 2010.

Outcome

The Centre covered all of the above points by attending and presenting at various conferences and events. The Centre celebrated the completion of the new facility with a grand opening, an open house, and by participating in Doors Open Ontario. The following is a summary of the events the Centre was involved in:

Staff attended 18 conferences with the Centre's trade booth, including:

- OWWA/OMWA Joint Annual Conference and Trade Show
- Ontario First Nations Technical Services Corporation Annual Technical Conference and Tradeshow
- Canadian Water and Wastewater Association World Water Congress
- Canadian Water and Wastewater Association – Window on Ottawa.

Celebrations of the new facility, included:

- Official Grand Opening
  102 attended on June 10, 2010
- Public Open House
  386 attended on June 12, 2010, and
- Doors Open Ontario
  216 visitors attended on September 25, 2010.

Career Fairs

Using the mobile training unit, Confederation College attended five career fairs, with attendees ranging from 60 to over 200.

Representatives from the Centre demonstrated technologies it uses in treating drinking water at the Waves of Opportunity career fair held at Walkerton District Secondary School on June 1, 2010. More than 260 students attended.

A DVD was developed and distributed featuring the facility's technology demonstration and training areas. The DVD was used at the open house events to distribute to media and also used at conferences and events.

Sponsorships

The Centre continued to directly sponsor key drinking water related events such as the OWWA/OMWA Joint Annual Conference and Trade Show.

The Centre also sponsored local events that marked the 10th anniversary of the drinking water tragedy in Walkerton.

Goal 7: Education and Outreach

Goal

The expert staff and CEO of the Centre, through their work in training, research and innovation is developing the Centre's goal of becoming a focal point of drinking water knowledge.

Much of this information is in the form of training programs, research reports, periodicals, papers and CDs, and is currently disseminated in a variety of conferences and workshops.

Outcome

To reach this goal, the Centre strengthened its knowledge and information-sharing capability and infrastructure.

Visits to the Centre's website increased by 10 per cent during 2010-11. From April 1, 2010, to February 15, 2011, there were 91,308 visitors to the website. In the winter and spring of 2010-11, the groundwork was laid for a redesigned website. This redesigned wcwc.ca will be an even more effective tool for information exchange.

The Centre reaches out to the community by sharing information through the media; forming alliances with other clean-water-related and environmental organizations; hosting events; accepting invitations for the CEO and staff to represent the Centre and to make presentations at various events; and partnering with local schools to promote the water industry as a career choice.

3 training sessions of the Standard of Care course were delivered in 2010-11

The Centre's special events, especially the Spring Education and Industry Forum and the Fall Seminar are important venues for information sharing with the Ontario water sector. The Spring Education and Industry Forum was held in June 16, 2010. While the target was having 100 attendees for the Forum, it was a very successful event with 145 attendees and 25 technology/service displays. The Fall Seminar on November 9, 2010, was also a success. The topic was Disinfection By-Products the Inside Story. Attendance was 112, more than the 90 anticipated.

Speaking Engagements

This year, Centre staff and CEO made 19 presentations; the following are a few of the events that the CEO presented at:

- OWWA/OMWA Joint Annual Conference and Trade Show; "Standard of Care (overview)" and announcement of 2010 scholarship recipients; presented by Dr. Saad Jasim May 3-4
- "Taste and Odour – A Major Canadian Study;" presented by Dr. Larry Moore, September 19
- "Water Technology Cooperation and Capacity Building;" presented by Dr. Larry Moore, September 21
- Eastern Ontario Municipal Water Association Conference; "Guidance and Training for Municipal Councilors;" presented by Dr. Larry Moore, with Brenda Korbee of the Ministry of the Environment, September 28
- Western Ontario Municipal Water Association Education Day; "WCWC Update;" presented by Dr. Larry Moore, October 28
- Municipal Engineer's Association; "Ontario Utilities and Walkerton Clean Water Centre – A Two Way Street;" presented by Dr. Larry Moore, November 26
- Toronto Water Management Team Meeting; "Opportunities for Partnership;" presented by Dr. Larry Moore, December 16.

Tours

The Centre educates the public, organizations, and government about drinking water issues by providing tours of the Centre:

- Premier Dalton McGuinty, May 3
- Chinese Delegation from Jiaozuo City Water Resources Bureau of Henan Province, June 21
- Chesley Women's Institute, July 21
- Local residents, August 20
- Ministry of Municipal Affairs & Housing, September 3
- Hon. Sandra Pupatello, Minister of Economic Development and Trade (tour and meeting), September 9
- Centreville Women's Institute, September 15
- Canadian Auto Workers, October 7
- Malcolm Women's Institute, October 28
- Probus Club of Saugeen Shores, November 10
- Bruce County Red Hats Society, November 18
- YMCA Employment Services, November 23.

Outreach to Students

The goal was to increase the number of secondary school students that tour the Centre to 25. The number that attended exceeded the performance target dramatically.

- St. James Catholic High School Guelph, (Grade 11 chemistry & biology), May 10; 49 attendees
- Norwell District Secondary School Palmerston (Grade 9 geography), May 13; 77 attendees
- Sacred Heart High School Walkerton (Grade 9 geography), June 18; 24 attendees
- Walkerton District Secondary School (Grade 10 civics), September 28; 40 attendees
- Walkerton District Secondary School & Sacred Heart High School Walkerton (Ripples of Change/Special High Skills Major), November 2; 33 attendees
- Sacred Heart High School Walkerton (Grade 9 geography), December 10; 27 attendees.

230 per cent increase in visitors to the Centre

Goal 8: Development of a New Generation of Drinking Water Professionals

Goal

To ensure that enough well-qualified professionals are available to run the systems needed to provide Ontario with clean drinking water.

Outcome

In 2010-11 the Centre continued to provide funding of $3,500 each for programs at the 14 colleges that offer the Ministry of the Environment's Entry Level Drinking Water Operator course and at universities that offer co-op programs related to drinking water.

The real success of this program area has been the hands-on training of college and university students at the Centre. In 2010-11, two of the colleges and the University of Western Ontario participated:

- Centennial College, Toronto – 12 students
- Canadore College, North Bay – 13 students
- The University of Western Ontario, London – 12 students

This was so successful that invitations for hands-on training were sent to all 14 of the colleges.

An increase in hands-on training is expected in 2011-12.

In support of this expanded program, Toronto Water, the Region of Peel, the Ontario Clean Water Agency and the Canadian Water and Wastewater Association pledged sponsorships.

The university co-op student program did not increase the number of universities interested in hands-on training at the Centre or university co-op students requesting funding through the student's job opportunity/funding site. This initiative will not be part of this program area in future because of the lower than expected take-up.

At the time of writing the report, the colleges receiving funding from the Centre were not able to provide information on the numbers of students working in the drinking water industry after graduation.

Canadore College has been sending students to participate in our Hands-On Training program since 2009.

Goal 9: Adhere to Governance, Accountability and Operations Frameworks

Goal

To operate a world-class institute in Walkerton dedicated to safeguarding drinking water for the people of Ontario while working in accordance with the following:

- Ontario Regulation 304/04 under the Development Corporations Act
- The memorandum of understanding with the Minister of the Environment
- Applicable Management Board of Cabinet directives
- The Centre's by-laws, and
- Other elements of an effective governance and accountability framework.

Outcome

The Centre is keenly aware of the parameters of its governance structure. That structure is vital to the Centre's operations, but equally important is the Centre's accountability to numerous stakeholder groups. The Centre is accountable to the people of Ontario and accountable to its neighbours here in Walkerton.

Numerous initiatives in fiscal year 2010-11 have focused on governance and accountability issues:

- A strategic planning workshop in October 2010 with active involvement of directors, staff and key stakeholders. As a direct result of the workshop, a new five-year business plan, covering the years 2010-11 to 2015-16, was developed and implemented.
- The organizational structure was changed to reflect the Centre's main activities.
- As in previous years, this annual report has been prepared in an accurate and timely manner, in accordance with the Agency Establishment and Accountability Directive (2010).
- The internal audit, which happens every three years, took place this year. The conclusion was "The Centre has an effective governance and accountability framework that reduces the Centre's risks related to its objectives."
- The Centre has worked with the MOE to meet the requirements of the revised Agency Establishment and Accountability Directive (2010).

Professional Development and Continuous Learning

The Centre has continued its professional development by providing ongoing learning and development opportunities for staff and the board of directors; each staff and board member achieved professional development objectives as outlined in their individual plans. Staff performance planning and evaluations were completed on time.

Staff training

- Annual training from the MOE on government travel and procurement directives and procedures.
- Freedom of Information and Protection of Privacy Act.

Accessibility Standards

In the Centre's effort to continue to meet the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07):

- All staff completed initial on-line training. Further training was completed in a one day seminar in October.
- The Centre is a member of the MOE's Accessibility Planning Working Group.

Continuity of Operations Plan (COOP)

The Centre is a member of the MOE's Continuity of Operations Planning Development Committee. The COOP is submitted and approved based on a scheduled deadline. The Centre's. COOP committee actively works to identify and manage risks.

Looking Forward

This is the last fiscal year under the previous three-year business plan. The new rolling five-year business plan takes effect on April 1, 2011. The new plan is built to deliver on the new mission and focuses on performance measures related directly to training, research and innovation.

WCWC Training Institute

The WCWC Training Institute established in 2010-11 is committed to meet the training needs of drinking water operators/mechanics as well as managers and other decision makers.

Students with technicians Tory Hewlett and Lindsay Ariss observe the Manager of WCWC Research & Technology Institute, Dr. Souleymane Ndiongue, as he delivers training.

Areas of focus include:

- Continue to increase training for small (municipal and private) and First Nations' systems.
- On May 25 Northern College picked up the MTU to begin scheduling training and attending career fairs and events on behalf of the Centre.
- Create a marketing plan to reach municipal councils and other decision makers. The Centre plans on developing more courses and improving communication.
- Increase the WCWC market share with big utilities. Focus on marketing the Centre's training expertise and WCWC Courses to large utilities that have in-house training capacity. The Centre will communicate the benefits of Centre courses and also provide train-the-trainer programs.
- Consider additional opportunities for the delivery of WCWC training at satellite locations. Providing training at northern colleges and other training facilities that are more convenient to reach, may increase the Centre's ability to meet the needs of small and First Nations' water systems.

WCWC Research and Technology Institute

The WCWC Research & Technology Institute was also established in 2010-11. The Institute has already developed and is delivering a research plan that supports the needs of small water systems. Hands-on training is significantly expanding. The Centre is now an important resource for both current operators and the operators of the future. The third area of focus for the Institute is innovation. Effective support of water technology companies and communities with treatment challenges are two innovation priorities. The Centre's Technology Demonstration Facility provides a state of the art platform for hands-on training, research and innovation.

Local involvement:

The Centre is involved in the Surface Water Quality Committee in the Municipality of Brockton. Through monthly meetings, this committee offers assistance to both the municipality and lake residents in the form of education and advice on making improvements to nutrient and chemical loadings in Lake Rosalind and Marl Lake. The Centre's role is to assist in supporting education to the local community about protecting inland lakes and to provide technical assistance to measure and monitor water quality parameters of the local lakes.

Management Services Department

The first phase in the website redesign has been completed. The second phase will include the development of a database, social media applications and increased news on the Centre's accomplishments.

Management's Responsibility for Financial Information

Senior management and the board of directors is responsible for the financial performance of the Walkerton Clean Water Centre. The board reviews and approves the Centre's financial statements and all information presented in this annual report. The board of directors is also responsible for ensuring that there is an annual audit of the Centre's accounts and financial transactions. The annual audit is subject to review by the Auditor General of Ontario.

Finance and Audit Committee's Responsibilities

The board's finance and audit committee receive and review the Centre's quarterly financial reports. The reports include variance summaries for the individual initiatives. The Centre's management team works closely with the finance and audit committee on reviewing the variances.

The finance and audit committee is also involved in the audit process by meeting with the Centre's management team and external auditors to review any issues that need to be identified in the upcoming audit; reviewing the external auditor's evaluation of internal controls, together with management's response; reviewing the completed reports issued by the external auditors and management's response and subsequent follow-up to any identified weaknesses.

The 2010-11 fiscal years' financial statements were audited by Deloitte and Touche LLP. The chartered accountant's responsibility is to express an opinion on whether the financial statements are fairly presented in accordance with Canadian generally accepted accounting principles. The Auditor's Report outlines the scope of the firm's examination and opinion.

Financial Discussion

Revenue

The Centre's main source of revenue remains the transfer payment from the Government of Ontario, which was reduced this year to $4 million from $5 million. The Centre's other source of revenue is training income, which decreased by 16.7 per cent over the previous fiscal year, from $1,944,056 to $1,665,050. The decrease is a result in reduced enrollments in the mandatory recertification course.

Expenditures

The Centre's internal controls continue to effectively monitor overall expenditures.

Expenditures decreased from $11,154,189 in fiscal year 2009-10 to $5,492,093 in fiscal year 2010-11. The decrease was principally due to a payment of $6,078,104 in 2009-10 to the Ontario Realty Corporation for the construction of the Centre's new premises.

Directly corresponding to training revenues, training expenditures dropped from $1,606,401 in fiscal year 2009-10 to $1,267,545 in fiscal year 2010-11.

Balance Sheet

The Centre continues to be in a strong financial position. It recognized a balance of $12,531,932 as of March 31, 2011, representing a slight increase over the $12,261,985 balance on March 31, 2010.

The surplus will fund the Centre's ongoing commitments to increased and improved training, and an enhanced program of practical research and effective support for innovation in Ontario.

Independent Auditor's Report

Deloitte

Deloitte & Touche LLP
4210 King Street East
Kitchener, ON N2P 2G5
Canada

Tel: 519-650-7600
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www.deloitte.ca

To the Members of the Walkerton Clean Water Centre Board

We have audited the accompanying financial statements of the Walkerton Clean Water Centre, which comprise the statement of financial position as at March 31, 2011, and the statements of operations, changes in net assets and expenses and of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of the Walkerton Clean Water Centre as at March 31, 2011 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Other Matter

The statement of financial position as at March 31, 2010 and the statements of operations, changes in net assets and cash flows for the year then ended were audited by another auditor who issued an unmodified opinion on April 28, 2010.

Deloitte & Touche LLP

Chartered Accountants, Licensed Public Accountants
May 16, 2011

WCWC Walkerton Clean Water Centre
CWAE Centre de Walkerton pour l'assainissement de l'eau

Walkerton Clean Water Centre

Statement of financial position as at March 31, 2011	2011	2010
ASSETS		
Current assets		
Cash	$ 11,595,001	$ 10,994,088
Accounts receivable	206,099	115,625
Prepaid expenses	74,708	53,942
	11,875,808	11,163,655
Capital assets (Note 3)	1,712,795	1,774,683
Other assets (Note 4)	712,691	645,740
	$ 14,301,294	$ 13,584,078
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	$ 1,598,350	$ 1,038,193
Deferred revenue	171,012	283,900
	1,769,362	1,322,093
Commitments (Note 8)		
UNRESTRICTED NET ASSETS	12,531,932	12,261,985
	$ 14,301,294	$ 13,584,078

Approved by the Board: Director Director

Walkerton Clean Water Centre

Statement of changes in net assets year ended March 31, 2011	2011	2010
Balance, beginning of year	$ 12,261,985	$ 16,458,981
Excess (deficiency) of revenue over expenses	269,947	(4,196,996)
Balance, end of year	$ 12,531,932	$ 12,261,985

Statement of operations year ended March 31, 2011	2011	2010
Revenue	$ 5,665,050	$ 6,944,056
Expenses	5,492,093	11,154,189
Excess (deficiency) of revenue over expenses from operations before interest, other income and loss on disposal of capital assets	172,957	(4,210,133)
Interest and other income	108,443	72,921
Loss on disposal of capital assets	(11,453)	(59,784)
Excess (deficiency) of revenue over expenses for the year	$ 269,947	$ (4,196,996)

Walkerton Clean Water Centre

Schedule of revenue and expenses year ended March 31, 2011 (page 1 of 2)	2011	2010
REVENUE		
Province of Ontario transfer payment (Note 6)	$ 4,000,000	$ 5,000,000
Training registrations	1,665,050	1,944,056
	$ 5,665,050	$ 6,944,056
EXPENSES		
Advertising and promotion	229,077	73,483
Amortization	401,904	338,196
Bank charges	2,240	2,265
College and university support	51,671	53,755
Conferences	31,756	13,699
Consulting fees	3,375	1,013
Director fees	16,748	13,955
Donations	33,506	22,800
Employee benefits	323,489	302,128
Insurance	39,812	39,875
Moving expenses	-	211,710

continued...

Walkerton Clean Water Centre

Schedule of revenue and expenses year ended March 31, 2011 (page 2 of 2)	2011	2010
EXPENSES - CONTINUED		
Office	$ 166,951	$ 141,726
Ontario Realty Corporation construction payments (Note 8)	385,794	6,078,104
Professional	13,600	17,650
Professional development	27,779	14,838
Property maintenance	8,967	8,097
Rent	83,170	168,285
Repairs and maintenance	50,507	35,921
Research projects	261,629	276,459
Salaries	1,552,638	1,452,148
Subscriptions and memberships	17,154	17,566
Training	1,267,545	1,606,401
Travel	78,380	54,943
Telephone	39,173	37,167
Utilities	-	7,092
Vehicle	84,813	103,802
Website and communications	320,415	61,111
	$ 5,492,093	$ 11,154,189

Walkerton Clean Water Centre

Statement of cash flows year ended March 31, 2011	2011	2010
OPERATING ACTIVITIES		
Excess (deficiency) of revenue over expenses for the year	$ 269,947	$ (4,196,996)
Items not affecting cash:		
Amortization	401,904	338,196
Loss on disposal of capital assets	11,453	59,784
Changes in non-cash working capital balances:		
Accounts receivable	(90,474)	66,447
Prepaid expenses	(20,766)	(20,314)
Accounts payable and accrued liabilities	560,157	427,698
Deferred revenue	(112,888)	(18,836)
	$ 1,019,333	$ (3,344,021)
INVESTING ACTIVITIES		
Acquisition of capital assets	$ (354,469)	$ (1,028,730)
Acquisition of curriculum rights	(66,951)	(145,897)
Proceeds on disposal of capital assets	3,000	-
	$ (418,420)	$ (1,174,627)
Interest received	$ 600,913	$ (4,518,648)
Cash, beginning of year	10,994,088	15,512,736
CASH, END OF YEAR		
SUPPLEMENTARY DISCLOSURE OF CASH FLOWS		
Net change in cash during the year	$ 106,840	$ 72,921

Walkerton Clean Water Centre

Notes to the financial statements March 31, 2011

1. NATURE OF OPERATIONS

The Walkerton Clean Water Centre is an operational service agency of the Province of Ontario and was established on October 1, 2004 under the authority of The Development Corporation Act.

In accordance with the Act, the Centre's objectives are to:

a) Coordinate and deliver training for drinking water system owners and operators.

b) Provide information, education and advice about drinking water science, treatment and technology, operational requirements, and environmental issues related to drinking water to owners, operators and the public.

c) Provide advice to the Minister of the Environment on research and development priorities to achieve safe drinking water and sponsor drinking water research within the Centre's mandate.

The Centre is exempt from Federal and Provincial income taxes.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

These financial statements have been prepared in accordance with Canadian generally accepted accounting principles. The significant accounting policies of the Centre are as follows:

Restricted net assets — The Centre had committed to building an administration, conference, and technology demonstration facility through payments to the Ontario Realty Corporation. Part of the Centre's net assets had been restricted for this purpose.

Capital assets — Purchased capital assets are recorded at cost. Donated capital assets are recorded at the estimated fair market value upon donation. Amortization is based on the estimated useful life of the asset and is calculated with a half year provision as follows:

Computer equipment	33% declining balance
Computer software	50% declining balance
Office furniture and equipment	20% declining balance
Leasehold improvements	3, 4 and 5 years straight-line
Signs	20% declining balance
Technical equipment	20% declining balance

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Notes to the financial statements March 31, 2011

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

Other assets

Curriculum rights are recorded at cost. Since they have an unlimited useful life, the rights have not been amortized. Annually the cost of the curriculum rights will be tested for impairment.

Revenue recognition

Transfer payments are recognized when the amount is known and collectability is reasonably assured. Revenue from training registration is recognized when payment is receivable and the course has been completed. Interest revenue is recognized as it is earned over the period of investment. Donation revenue is recognized once the Centre has possession of the goods donated.

Cash

Cash consists of amounts on hand and balances in the bank.

Use of estimates

The preparation of financial statements in accordance with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. Areas where actual amounts could materially differ from the estimates used are collectability of accounts receivable, estimated useful life of capital assets, deferred revenue, other assets when testing for impairment and accrued liabilities.

Financial instruments

The Centre has classified its financial instruments as follows:

- Cash as "held-for-trading". Held-for-trading items are carried at fair value with changes in their fair value recognized in the statements of operations and changes in fund balances in the current period.
- Accounts receivable as "loans and receivables". Loans and receivables are carried at amortized cost, using the effective interest method.
- Accounts payable and accrued liabilities as "other liabilities". Other liabilities are carried at amortized cost, using the effective interest method.

The Centre has chosen to apply the requirements of Section 3861, Financial Instruments – Presentation and Disclosure in place of application of Section 3862, Financial Instruments – Disclosure and Section 3863, Financial Instruments – Presentation.

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2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES – CONTINUED

Future accounting changes

New accounting framework

The Canadian Institute of Chartered Accountants has issued a new accounting framework applicable to not-for-profit organizations. Effective for fiscal years beginning on January 1, 2012, not-for-profit organizations will have to choose between International Financial Reporting Standards (IFRSs) and accounting standards for not-for-profit organizations. Not-for-profit organizations which are deemed to be controlled by the government will be required to adopt generally accepted accounting principles as established in the Public Sector Accounting Handbook. Early adoption of these standards is permitted. As the Centre is significantly influenced by the Province of Ontario it currently plans to adopt the accounting standards as outlined in the Public Sector Accounting Handbook for its fiscal year beginning April 1, 2012; however, the impact of this transition has yet to be determined.

3. CAPITAL ASSETS

			2011	2010
	Cost	Accumulated amortization	Net book value	Net book value
Computer equipment	$ 196,221	$ 151,227	$ 44,994	$ 63,528
Computer software	40,702	34,251	6,451	8,915
Office furniture and equipment	311,572	144,657	166,915	164,341
Leasehold improvements	41,512	20,095	21,417	111
Signs	37,301	21,663	15,638	16,766
Technical equipment	2,591,155	1,133,775	1,457,380	1,521,022
	$ 3,218,463	$ 1,505,668	$ 1,712,795	$ 1,774,683

Notes to the financial statements March 31, 2011

4. OTHER ASSETS

	2011	2010
Curriculum rights, at cost	$ 712,691	$ 645,740

During the year, curriculum rights in the amount of $66,951 were purchased (2010 - $145,897)

5. RESTRICTED NET ASSETS

	2011	2010
Opening balance	$ -	$ 3,775,901
Interest income	-	14,444
Construction payments to Ontario Realty Corporation	-	(3,790,345)
	$ -	$ -

At March 31, 2010, the restricted funds which were committed for payment to the Ontario Realty Corporation for the building of an administration, conference and technology demonstration building have been transferred.

6. TRANSFER PAYMENTS

During the year, the Centre received $4,000,000 (2010 - $5,000,000) in transfer payments from the Province of Ontario

Notes to the financial statements March 31, 2011

7. PENSION PLAN

The Centre provides pension benefits for all its full-time employees through participation in the Public Service Pension Plan which is a multi-employer defined benefit pension plan administered by the Ontario Pension Board. This plan is accounted for as defined contribution plan, as the Centre has insufficient information to apply defined benefit accounting to the plan. The Centre's contribution related to the pension plan for the period was $109,425 (2010 $100,817) and is included in employee benefits in the statement of revenue and expenses.

8. COMMITMENTS

The Centre has entered into a contract with the University of Guelph, Ridgetown Campus, to coordinate mandatory training courses. The contract began January 2, 2009 and will be terminated June 30, 2011. For each mandatory course Ridgetown administers, Walkerton Clean Water Centre pays $1,298 per public classroom course, $1,091 per private classroom course or $73 per correspondence course.

The Centre leases its office under an operating lease which expires March 31, 2021 and has entered into various vehicle operating leases that expire on May 2012 and October 2012. Future lease payments aggregate $2,416,679 and include the following repayments over the next five years:

2012	$ 515,195
2013	$ 504,492
2014	$ 469,128
2015	$ 463,932
2016	$ 463,932

The Centre has previously been committed to payments estimated at $8,300,000 to the Ontario Realty Corporation for building a new administration, conference and technology demonstration facility. During the year, the Centre has accrued for payments of $385,794 (2010 - $6,078,104) on design and construction costs. The construction payments have been recognized as an expense in these financial statements as the Ontario Realty Corporation holds title to the property. The construction costs have been fully recognized.

9. CAPITAL MANAGEMENT

The Centre considers its capital to be its unrestricted net assets. The Centre's objectives when managing its capital are to safeguard its ability to continue as a going concern so it can continue to provide services. The Centre monitors its capital to ensure that it is at an appropriate level.

WCWC Walkerton Clean Water Centre
An agency of the Government of Ontario

CWAE Centre de Walkerton pour l'assainissement de l'eau
Un organisme du gouvernement de l'Ontario

Walkerton Clean Water Centre

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Safeguarding Ontario's Drinking Water